

September 14, 2011

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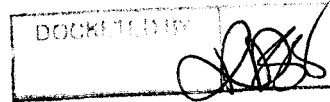


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Arizona Corporation Commission

DOCKETED

SEP 20 2011



Commissioner Sandra D. Kennedy
Arizona Corporation Commission
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Commissioner Kennedy,

Thank you for holding a hearing last Thursday, 9/8/11, regarding the Smart Meter issue, and we look forward to the next hearing discussing the possible Opt-out option being available to SRP and APS customers. Customers should have a choice.

We were unable to attend Thursday's hearing, but did tune into the online hearing at around 2:00 PM. The afternoon portion was informative.

Our request is simple. We did not want a Smart meter installed on our home because of health, privacy, security, and safety issues. When SRP installed a Smart Meter on our home on 8/29/11, SRP did not follow their written policy of advance notification -- copy/pasted below from SRP's web site:

How are customers notified about receiving a smart meter?

Customers will receive a postcard in the mail approximately one week prior to the smart meter install. The day of the meter install, a technician will knock on the door to advise the customer of the meter exchange. If no one is home, the field man will leave a door hanger advising the customer of the meter exchange.

Had SRP followed their written procedures, we would have requested a Smart Meter **not** be installed. We received no notification. We want our old analog meter back. We will gladly volunteer to call in the monthly meter numbers to SRP and be subject to audit and penalty.

Unfortunately, SRP installed a Smart Meter on our home 8/29/11 without notice, or prior knowledge. The neighbors we have spoken with did not receive notices, either. We have had several discussions with several different departments at SRP, only to be shuffled around to the various SRP departments/employees. While the people we spoke with were friendly, unfortunately, none of them can answer our questions, or offer us any alternative to the Smart Meter.

We realize The Arizona Corporation Commission has the power and authority to act on the best interest of the citizens of Phoenix regarding the controversial Smart Meter Program.

We have been loyal customers since moving to Arizona in 1993, never had a late payment, and have always appreciated our utility company, SRP. We are disappointed with the "sneaky" way SRP installed Smart Meters.

SRP did not follow their own stated policy, and, therefore, when SRP mentioned during the hearing that they have had few complaints, we feel that the reason for this is because no (few) customers received notice and are not even aware that they have these Smart Meters installed.

We hope that you carefully consider the Opt-out option and give customers a choice.

Thank you for your time and thoughtful consideration.

Sincerely,

Norman Stout *Bradley Stout*

Mr. and Mrs. Norman Stout
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Michael Lowe, Associate General Manager, Customer and Shareholder Services - SRP

Michael Mendonca, Manager Over Revenue/Recovery - SRP
Jane May - Ombudsman, SRP